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Electronic Patent Application Submission
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EFS ID: 57322
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
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Statement
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Confirmation number: 4313
Attorney Docket Number: 717841.4



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TRANSMITTAL

Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT	
Application Number:	10/735470	
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First Named Applicant:	Anand Kumar	
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Submitted by:	Elec. Sign.	Sign. Capacity
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney
Documents being submitted us-ids	Files nisc4.2-usidst.xml us-ids.dtd us-ids.xsl	
Comments		



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

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Search string: (6337901 or 6182054 or 6515968 or 6298352
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or 6563518 or 6031904 or 20020138828 or
20030033167 or 20020168055 or 20020049615
or 20030059845 or 20020087341 or
20030090514).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/J.P./	1	6337901	2002-01-08	Rome, et al.			
	2	6182054	2001-01-30	Dickinson, et al.			
	3	6515968	2003-02-04	Combar, et al.			
	4	6298352	2001-10-02	Kannan, et al.			
	5	6128624	2000-10-03	Papierniak, et al.			
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	8	6249905	2001-06-19	Yoshida, et al.			
▼	9	6563518	2003-05-13	Gipalo			
/J.P./	10	6031904	2000-02-29	An, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications



Init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/J.P./	1	20020138828	2002-09-26	Robohm, et al.			
	2	20030033167	2003-02-13	Arroyo, et al.			
	3	20020168055	2002-11-14	Crockett, et al.			
	4	20020049615	2002-04-25	Huber			
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/J.P./	7	20030090514	2003-05-15	Cole, et al.			

Signature

Examiner Name	Date
/John Preston/	01/06/2011

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /J.P./